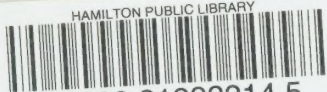


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HIGHLIGHTS OF THE DISCUSSION
PAPER: DIVERSE RACIAL AND
CULTURAL GROUPS' ACCESS TO
THE SOCIAL SERVICE SYSTEM.
S.P.R.C., June 19, 1990.

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**HIGHLIGHTS OF THE
DISCUSSION PAPER:**

**DIVERSE RACIAL AND CULTURAL
GROUPS' ACCESS TO THE
SOCIAL SERVICE SYSTEM**

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GOVERNMENT DOCUMENTS

June 19, 1990

Gloria DeSantis, Research Director

Social Planning and Research Council of Hamilton and District
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THE SOCIAL PLANNING AND RESEARCH COUNCIL
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The staff of SPRC was also invaluable. Mike Pennock, Caroline Ball, Rosemary Trowbridge and Don Jaffray were always ready with words of encouragement. The positive reinforcement and "brainstorming" opportunities always resulted in feelings of optimism and a clearer sense of direction. Shurl Kocman and Caroline Eyk should also be commended on their fine report typing and editing skills.

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Gloria DeSantis

PREAMBLE

The Social Planning and Research Council (SPRC) has made this report into a Discussion Paper for a number of reasons. First, whenever a community-wide project of this type is undertaken, it is essential that the "collectors of the information" give the community¹ the opportunity to verify that information. All the facts must be properly written into this report. Second, given the complexity of the issue of effective access for diverse racial and cultural groups to the social service system, the opportunity for ongoing dialogue for all those who are interested in participating is essential. No one sub-group in this system of generic providers, ethno-specific providers and diverse racial and cultural clients can solve the issues alone. SPRC sees its role as a facilitating role; to help bring the community together to begin dealing with the issues outlined in this report. SPRC has also committed itself, in collaboration with the Volunteer Centre to facilitate the meeting of citizens of diverse racial and cultural groups because these citizens indicated an ongoing interest.

The complete Discussion Paper (107 pages in length) has been reviewed by the SPRC's Research Advisory Committee and Ad Hoc Citizen Advisory Committee and approved by the Board of Directors for release for public discussion. Copies of the Highlights of the Discussion Paper (20 pages in length) will be distributed to those 31 agencies and 30 citizens who participated in the workshops. Copies of the Executive Summary (6 pages in length) will be distributed to the remaining 95 (approximately) social service agencies and racial/cultural associations and groups for information and comment. Those persons who request copies of the full report will have them sent immediately. The summer months should give everyone ample time to read this document. Two public meetings will be held in September 1990 (one for service providers and one for citizens) to receive feedback on the Discussion Paper, make appropriate changes to its text and to finalize it. People who are interested in providing feedback at a public meeting in September are asked to focus on Sections 2.0, 6.0 and 7.0. These

1 Community in this instance refers to the generic social service providers, the ethno-specific service providers, and the diverse racial and cultural system of groups and associations in Hamilton-Wentworth.

sections contain Hamilton-Wentworth data specifically. The recommendations are in draft form only. The copy updated in September will then be approved by the SPRC Board of Directors and presented to the Regional Health and Social Services Committee.

The SPRC hopes that this Discussion Paper will facilitate the change process in Hamilton-Wentworth social service agencies toward greater accessibility for members of the diverse racial and cultural community. In some social service agencies, changes have already begun to take place, but more work needs to be done. In the health care sector, the District Health Council will be releasing the results of its research and recommendations during the Fall of 1990 which will facilitate the development of a more accessible health care system for the racial and cultural community of Hamilton-Wentworth.

1.0 INTRODUCTION

1.1 Purpose of This Report

This report of highlights was written for the purpose of summarizing the key findings found in the 107 page report entitled: Diverse Racial and Cultural Groups' Access to the Social Service System (Discussion Paper). This report will also include a general overview of the contents of each of the major sections of the report. If you are interested in more details and explanation, please call the Social Planning and Research Council (416-522-1148) and ask for a copy of the full report (the cost is \$15.00 for those who can afford to pay for it). If you are only interested in a particular section, the Social Planning and Research Council could forward this section to you.

This report was written as a discussion paper and will be discussed publicly at two public meetings in September - one for service providers and one for citizens. The focus of these public meetings will be on the recommendations.

1.2 Background

The Regional Government asked the Social Planning and Research Council of Hamilton and District (SPRC) during the Spring of 1989 to undertake a study of the accessibility of the social service system in Hamilton-Wentworth for the diverse cultural and racial population. Accessibility refers to securing services; this is not synonymous with the availability of services. Access to services is affected by the following types of barriers: lack of information, cultural differences, the service is too expensive, or the client has to travel too far to get to the service. Client access refers to the extent to which clients are able to get needed services whereas organizational access is the extent to which clients are represented and participate in the planning and implementation of services as a volunteer (e.g., Board member) or staff person. This Discussion Paper focuses on both these types of access. The other important definition is racial and cultural population. For the purpose of this Discussion Paper diverse racial and cultural population includes Native Canadians, immigrants and refugees.

1.3 Purpose

The main purpose of this study was to document the accessibility of the social service system to the diverse racial and cultural population of Hamilton-Wentworth. The specific objectives of the project were to -

- a) review and highlight existing and relevant reports on this topic;
- b) develop a profile of the diverse racial and cultural population living in Hamilton-Wentworth;
- c) develop a profile of existing generic and ethno-specific services regarding staff resources (and programs) available to deal with the needs of various racial and cultural groups and to develop a profile of the ethnic/mother tongue type and number of clients being served;
- d) identify barriers to accessing services as well as barriers to organizational access (e.g., access to policy making, agency decision making, etc.);
- e) identify goals necessary to reduce the barriers found in d) above;
- f) prioritize the goals and develop consensus around a model or models for increasing the accessibility of services to diverse cultural and racial groups (if the community is ready to develop a model).

An overview of the study is presented in Appendix A.

2.0 NATIONAL, PROVINCIAL AND REGIONAL CONTEXT

During 1990, the federal government is planning for the in-migration of between 165,000 and 175,000 immigrants and refugees. This range will be surpassed if the past few years are an indication of what will happen in 1990. In general, the proportion coming from Asia and other non-European areas has increased while the share from Europe has declined (based on the 1986 Census). Ontario and British Columbia had the highest concentration of immigrants in 1986.

During the past 10 years Ontario has received between 44% and 55% each year of the total number of immigrants and refugees coming into Canada. Asia and the Pacific Islands accounted for approximately 41% of immigrants destined for Ontario in 1988 - the largest percentage. In 1988, Toronto was the destination of 63% of the immigrants coming to Ontario. During the 1980s, Hamilton was the destination of between 2% and 4% yearly, of the immigrants coming to Ontario. In 1988, knowledge of English and French was lowest among refugee and designated class immigrants; 83% of this group reported no knowledge of either official language.

Census data for the Hamilton Census Metropolitan Area (CMA) includes data for 17 mother tongue groups for 1976, 1981 and 1986. Sex, age, yearly personal average income and labour force participation rates are presented for 17 mother tongue groups for the 1986 Hamilton CMA Census. These data reveal interesting differences between groups. For example, there are some mother tongue groups in which 18% or more of their population is 65 years of age or older. Place of birth data and ethnic origin data are also presented for the Region of Hamilton-Wentworth for 1986 (refer to Appendix B).

Census data only tell part of the story though. Immigrant landings between 1986 and 1989 provide an update on the 1986 Census. Approximately 9,500 permanent residents indicated Hamilton-Wentworth was their intended destination during these four years. It is noteworthy that Hamilton-Wentworth has received an increasing proportion of permanent residents from Europe and Asia over the

last 4 years but a decreasing proportion from North, Central and South America and the Caribbean based on this data base (refer to Appendix C).

However, these numbers do not include refugee claimants. There could be approximately 3,472 refugee claimants in the old refugee backlog system and another 588 (since January 1990) in the new streamlined refugee determination process destined to or already in Hamilton-Wentworth. One organization in Hamilton-Wentworth indicated the majority of the approximately 1,600 refugee claimants they work with came from Central and South America. These numbers help complete the picture of who has come to Canada since the 1986 Census.

General projections of international migrants to the year 2006 are also included in the Discussion Paper.

3.0 SPECIAL TOPICS IN THE LITERATURE

3.1 Mental Health Issues

The Canadian Task Force on Mental Health Issues Affecting Immigrants and Refugees concluded that moving from one country to another was stressful but it did not necessarily cause mental illness. Yet, risk factors can add to migration stress. Negative public attitudes held by the host community, separation from family and community, inability to speak English or French and failure to find suitable employment are powerful predictors of emotional stress. As well there is one significant difference between immigrants and refugees; immigrants usually choose to leave their country but refugees are forced to leave.

3.2 Employment and Access to Trades and Professions

The Ministry of Citizenship's Task Force on Access to Trades and Professions completed its work in October 1989. This report focused on the barriers faced by foreign-trained people to employment in Ontario's trades and professions. The recommendations made by the Task Force fell into 5 main topics: assessing prior learning of persons trained outside Ontario; testing for licenses; testing for language ability; retraining, and; decision reviews and appeal opportunities.

3.3 Immigrants and Refugee Women

A national task force showed that immigrant and refugee women have a higher incidence and intensity of risk factors than their male counterparts as well as reduced access to mitigating factors. This creates special needs. A change in culture, loss of self-esteem, under or unemployment, language barriers, little opportunity for education, isolation and lack of support services are all concerns. A community development project in Hamilton-Wentworth showed that language was the major barrier for those women. This is exacerbated by the reduced accessibility of English as a Second Language classes compared to their male partners. Lack of employment was seen as the second largest problem.

3.4 Immigrant Seniors

Immigrant seniors are another special needs groups. Issue areas found in the literature included some seniors are not literate in their mother tongue or

English or French, some seniors have trouble finding available services and rely primarily on their informal networks, and some seniors need culturally sensitive housing and long term care. A striking statistic reported at a national workshop was that among seniors, twice as many women as men speak neither English or French.

4.0 LITERATURE ON BARRIERS TO ACCESSING SERVICES

Two major studies were used as a guide for this Hamilton-Wentworth study. The Toronto Social Planning Council and the Ottawa/Carleton Social Planning Council carried out two year studies on the accessibility of social and health services. These two studies focused on barriers to access and agency strategies to reduce these barriers. The following table highlights the key barriers which were also found in Hamilton-Wentworth. In Toronto and Ottawa/Carleton, the largest proportion of respondents agree about information and cultural barriers.

TABLE 1: HIGHLIGHTS OF BARRIERS FOUND IN TORONTO AND OTTAWA/CARLETON

<u>Toronto Study</u>	<u>Ottawa Study</u>
<p><u>Information Barriers</u></p> <ol style="list-style-type: none"> 1. 87% service providers agreed <u>general public</u> is not well informed about available services. 2. 81% of providers agreed information is available in English only 3. 72% agreed information is available in print only <p>"Equitable delivery depends on informed participation" (p.57).</p>	<p><u>Information Barriers</u></p> <ol style="list-style-type: none"> 1. 85% of generic senior administrators do not have policies regarding the use of promotional material; they do not advertise their services in languages other than English or French. 2. Immigrant aid workers ranked lack of information about services second only to lack of language skills 3. lack of knowledge about services was most evident in clients with limited English
<p><u>Cultural Barriers</u></p> <ol style="list-style-type: none"> 1. 93% of service providers agreed that consumers do not understand the role of professionals 2. 82% agreed the way in which services are delivered is inappropriate for some cultures 3. 75% agreed the kinds of services delivered are inappropriate for some cultures 4. 77% agreed that consumers feel stigmatized about their illness 5. 69% agreed that consumers feel stigmatized when they seek assistance even though they have a right 6. "Far too frequently, analyses of barriers do not take culture into consideration." (p.70) 	<p><u>Cultural Barriers</u></p> <ol style="list-style-type: none"> 1. 55% of generic service providers acknowledged a difference between the way ethnic group clients approached them and the way general population clients do 2. 53% reported frustration because of a lack of knowledge about the cultural background of some of their clients 3. 57% had not attended any cross-cultural training events 4. 73% of the problems named by generic service providers included culture as a factor 5. only 27% of the senior administrators reported language-related barriers 6. "Overall, the impression is that neither organizational respondents nor clients themselves interpret problems experienced in giving or receiving services as arising from cultural differences." (p.87)

5.0 METHODOLOGY

This project was guided by action research principles which included the participation of people who must take action to change a certain situation, the formulation of a citizen advisory committee, the continual feedback of survey and workshop information to participants for verification and the organization of workshops for service providers and citizens to dialogue about issues and network.

The project included three main surveys and a number of workshops. Table 2 summarizes these activities.

TABLE 2: ACTION RESEARCH ACTIVITIES IN HAMILTON-WENTWORTH

Activity	Who Contacted	Who Responded
1. Preliminary Field Work (August 1989). Telephone survey of 36 agencies	Generic Agency Executive Directors	- 33 of 36 selected agencies responded.
2. Mail survey regarding barriers to access and important goals (December 1989)	Generic (n=68) and Ethno-specific (n=20) Agency Executive Directors	- 36 of 68 Generic agencies responded (53%) - 10 of 20 (50%) agencies but in some agencies more than 1 staff person completed the survey, therefore there are 14 responses.
3. Board of Directors Composition Mail Survey (January 1990)	Generic (n=68) and Ethno-specific (n=20) Agency Executive Directors	- 27 of 68 Generic agencies responded (40%) - 3 of 20 Ethno-specific agencies responded (15%)
4. Service Provider Workshops on goals for Hamilton-Wentworth - February 1990 - April 1990	Generic (n=68) and Ethno-specific (n=20) Agencies	- 23 of 68 Generic agencies participated (34%) - 10 of 20 Ethno-specific agencies participated (50%)
5. Citizen Workshops - April 1990	Churches, associations groups, agencies, constituency offices, etc.	- A total of 30 "citizens" participated

6.0 FINDINGS

6.1 Preliminary Field Work

When asked, 79% of the 33 generic agencies sampled, indicated they do not presently offer any services which are specifically designed for individual racial and cultural groups. Seventy three percent also indicated they have no immediate or long term plans to offer new services to racial or cultural groups. Respondents were also asked about the difficulties they encounter attempting to serve specific racial and cultural groups. The difficulties listed include language differences, cultural and family value differences discovering the needs and interests of various groups and serving the special needs of cultural and racial populations (e.g., deaf people) - to name a few.

6.2 Board of Directors Survey

Thirty four percent of the generic and ethno-specific agencies that were sent surveys, completed them and returned them to SPRC. This percentage is not large and therefore caution should be used when drawing generalizations from these data. The ethno-specific Board of Directors respondents showed a greater tendency to have learned languages other than English as children (only 32% learned English first) whereas the majority of generic agency respondents (92%) learned English first as children. When asked about their mother's and father's ethnicity, both generic and ethno-specific respondents indicated a wide variety of backgrounds. The generic agency respondents were more likely to be of British, Scottish, Irish and Dutch background than the ethno-specific respondents who were primarily of Asian, Central and South American background.

6.3 Agency Survey on Barriers

Fifty three percent of the 94 agencies who were sent surveys, completed them and returned them to SPRC. At least two thirds of the ethno-specific and generic agencies "agreed" or "strongly agreed" that the following information and cultural issues were barriers to accessing services: people do not know what services are available; most information is available in English and print only; people of some cultures who were born outside Canada do not understand the role of various helping professionals because their native countries were set up differently; the kinds of services available are not always appropriate for some

cultures; the way in which services are delivered is not always appropriate for some cultures; the stigma attached to certain illnesses prevents potential clients from seeking services; the composition of staff and volunteers (i.e., Boards of Directors and volunteer committees) does not reflect the cultural and racial diversity of Hamilton-Wentworth; cultural and racial groups feel uncertain and powerless when dealing with the social services system, and; in general individuals from diverse racial and cultural groups feel that their accent, dialect or manner in which they speak English leaves them poorly understood by service providers. A number of other barriers were also listed but they were not perceived as barriers to the same extent as were the above barriers.

6.4 Service Provider Workshop Results

Thirty agencies participated in the full day workshop in February. The workshop participants began by discussing the summary of goal statements and their priorities based on the survey results from agencies. The proceedings of each workshop are attached to the full report as appendices.

Workshop discussions and consensus building ended with the goals listed in order of priority. The following list shows the rank order results from the workshop - the top of the list contains the top priority goals.

- A.6 To increase the number of interpreters available to assist clients to communicate with staff of generic agencies.
- A.1 To sensitize generic agencies regarding a variety of cultural and racial issues.
- A.9 To increase the co-operation and collaboration between generic and ethno-specific agencies in order to have better information available to the consumer regardless of his/her point of access into the social service system.
- A.4 To increase the number of specialized services available to various racial and cultural populations in their own language.
- A.7 To increase specific services provision to refugee groups.
- A.3 To change the composition of staff at agencies so that agencies reflect the cultural and racial diversity of the Hamilton-Wentworth community.

- A.5 To increase the amount of written material in the languages of racial and cultural groups served by generic agencies.
- A.2 To increase the involvement of members of various cultural and racial groups in the planning and management of generic agencies (e.g., become members of Boards of Directors, members of various committees, etc.)

Societal goals (B.1 - to sensitize the general population, B.2 - to promote awareness of a variety of cultural and racial groups in the Region, and B.3 - to increase the cooperation between ethno-specific groups and the general population) were defined as ongoing and long term and they could be dealt with concurrently with the above goals.

A second, half day workshop was scheduled to further define what services needed to be developed and for which groups in order to make services more accessible. The key questions were which services and what criteria could be used to help decide who is most in need of services first?

Workshop participants agreed that generalist, cultural interpreters should be trained and paid to help people access the following types of services: housing, income, employment, health, education services, child care, legal counsel/advice and seniors. The participants also agreed that specialist, cultural interpreters should have more training and be paid to work in one of the following fields: mental health, family/marital counselling, and domestic violence. Ideally, these specialists would be staff within agencies in these three sectors and not necessarily available through the pool of generalists defined above.

Much discussion centred around the criteria for deciding who needs services most. Who needs services most can depend on differences between the following people: immigrant versus refugee, skilled versus unskilled, ability to adjust to a new country, and level of support network already in place in Hamilton-Wentworth. The group finally decided that 1) recency of arrival, 2) level and type of support network already in place in Hamilton-Wentworth, and 3) refugee status would be important criteria to use to help make decisions about who is currently more in need of services than others. A caution was also made about

the access problems that isolated long term residents (who were once immigrants or refugees) also may have. Therefore, recency of arrival should be considered carefully.

6.5 Citizen Workshop Results

Approximately 30 citizens participated in these 2 workshops. These participants discussed a number of general issues. These included language barriers, miscommunication, misunderstandings, racial discrimination, the cost of information, and ghettoization (i.e., social, economic and geographic).

A number of more specific issues were also discussed. First, there were some major concerns about biased procedures and criteria for evaluating immigrants' and refugees' professional qualifications in the Canada employment system. Second, participants were not fully aware of the housing assistance available in the community and they were quite concerned about racial discrimination on the part of landlords. Third, English as a Second Language classes (ESL) should be more flexible and available to all women regardless of their situation. And fourth, these participants believe they should meet again to follow up on the issues they have identified at these workshops; in fact, they thought they should begin to meet regularly (perhaps quarterly).

The participants developed a list of 21 recommendations that they wanted to start working on. These recommendations fell into the following categories: education and sensitization of generic agencies, information availability about services, the involvement of diverse racial and cultural groups in generic agencies as volunteers and staff, changes to the Canada Employment and Immigration Commission, and ESL scheduling flexibility and greater accessibility for all women.

7.0 RECOMMENDATIONS

The review of Census data showed some unusually high proportions of seniors in some mother tongue groups (i.e., between 18% and 34% of their population were 65+). Therefore the SPRC supports the following:

1. THAT ALL SOCIAL SERVICE AGENCIES THAT DEAL WITH SENIORS (OR MIGHT DEAL WITH SENIORS IN THE FUTURE) BE PROPERLY RESOURCED TO ENSURE BETTER ACCESS TO SERVICES FOR ALL SENIORS ESPECIALLY POLISH, DUTCH, UKRAINIAN, HUNGARIAN, BAL TIC, CZECH AND SLOVAK SENIORS.

Approximately 9,500 permanent residents were destined to Hamilton between 1986 and 1989. There could also be approximately 5,000 refugee claimants in the old and new refugee determination systems. But who is working with these people? Neither the formal service system or the informal ethno-specific system are fully aware of what each system is doing in Hamilton-Wentworth. Therefore SPRC supports the following:

2. THAT A WORKSHOP BE ORGANIZED IN THE FALL OF 1990 WITH ETHNO-SPECIFIC GROUPS AND AGENCIES TO MAP THE COMMUNITY OF SERVICES AND HOW IMMIGRANTS AND REFUGEES (INCLUDING CLAIMANTS) ARE (OR ARE NOT) ACCESSING NEEDED SERVICES. THIS MAP COULD THEN BE USED AS AN IMPORTANT FOUNDATION WHEN DEALING WITH THE IMPLEMENTATION OF OTHER RECOMMENDATIONS (E.G., MORE COLLABORATION BETWEEN AGENCIES).

Both the Ottawa and Toronto studies noted the low response rates in their attempt to collect client utilization, staff and volunteer data. SPRC in Hamilton also had a low response rate for the Board of Directors survey. Therefore SPRC supports the following:

3. THAT AGENCIES IN THE SOCIAL SERVICE SYSTEM REVIEW THEIR STAFF AND VOLUNTEER (E.G., BOARD OF DIRECTORS, ETC.) RECORDS AND ENCOURAGE THE COLLECTION OF THE FOLLOWING INFORMATION: ETHNICITY, MOTHER TONGUE, HOME LANGUAGE, AND COUNTRY OF ORIGIN. THIS INFORMATION WILL BE VALUABLE FOR THE FUTURE DEVELOPMENT OF CULTURALLY SENSITIVE AND RELEVANT SERVICES.

In the service provider survey focusing on barriers and goals (for which there was a 53% response rate), all four information barriers were seen as barriers by at least two thirds of the ethno-specific respondents. Information that is available in English and/or print only inhibits access to services. Therefore SPRC supports the following:

4. THAT INFORMATION BE PRODUCED ABOUT THE SERVICES OFFERED BY VARIOUS SOCIAL SERVICE AGENCIES WITH ATTENTION TO LITERACY LEVEL AND THE USE OF PICTURES WHEREVER POSSIBLE TO DESCRIBE SERVICES. AS WELL, AUDIO AND VISUAL AIDS COULD BE MADE AVAILABLE TO EXPLAIN SERVICES. THE AUDIO AND VISUAL AIDS SHOULD BE DEVELOPED COLLABORATIVELY WITH THE MINISTRY OF CITIZENSHIP (AND OTHER MINISTRIES) BECAUSE THE MINISTRY HAS ALREADY BEGUN TO DEVELOP SOME MATERIALS.
5. THAT PAMPHLETS, IN A VARIETY OF LANGUAGES, CONTINUE TO BE DEVELOPED AND WIDELY DISTRIBUTED IN THE COMMUNITY THAT SIMPLY LIST WHO AND WHERE IN HAMILTON-WENIOWORTH ONE SHOULD CALL IF THEY HAVE ANY QUESTIONS ABOUT HOUSING, EMPLOYMENT, INCOME ASSISTANCE, EDUCATION, ESL, ETC. THE PAMPHLETS COULD BE MARKETED AND USED EXTENSIVELY IN ESL CLASSES. (THESE PAMPHLETS WOULD BE SEEN AS AN ADDITION TO THE NEWCOMER'S GUIDE TO ONTARIO.)

The other major finding in these survey results was the large number of cultural barriers that service provider respondents agreed exist. Acknowledging that these were barriers then led workshop participants into a goal setting exercise in which cultural interpreters were seen as the top priority. Therefore SPRC supports the following:

6. THAT A PAID, CULTURAL INTERPRETER PROGRAM BE DEVELOPED IN HAMILTON-WENIOWORTH TO INCREASE THE NUMBER OF INTERPRETERS (AND REDUCE THE RATE OF TURNOVER) AVAILABLE TO ASSIST CLIENTS TO COMMUNICATE WITH STAFF OF GENERIC AGENCIES.

A second goal, related to the barrier of a lack of cultural understanding by service providers, was the need to sensitize generic service providers about different cultures, races and issues. Therefore SPRC supports the following:

7. THAT A LOCAL ORGANIZATION BE FUNDED ADEQUATELY TO DEVELOP AND IMPLEMENT A MODEL TO BE USED IN GENERIC AGENCIES TO SENSITIZE GENERIC AGENCY STAFF AND VOLUNTEERS ABOUT DIFFERENT CULTURES AND A VARIETY OF CULTURAL AND RACIAL ISSUES IN THE GLOBAL AND LOCAL COMMUNITIES.
8. THAT WITHIN ALL GENERIC AGENCIES, STAFF AND VOLUNTEERS DISCUSS AND MAKE A COMMITMENT TO SERVE EQUALLY THE DIVERSE RACIAL AND CULTURAL POPULATION OF HAMILTON-WENTWORTH AND THE GENERAL POPULATION.

A third goal related to the need to reduce the barrier of lack of information as well as increase cultural understanding, focused on the need to increase cooperation and collaboration between generic and ethno-specific agencies. Therefore SPRC supports the following:

9. THAT THE AMOUNT OF COLLABORATION AND COOPERATION BETWEEN GENERIC AND ETHNO-SPECIFIC AGENCIES BE INCREASED IN ORDER TO HAVE BETTER INFORMATION AVAILABLE TO THE CLIENT REGARDLESS OF HIS/HER POINT OF ACCESS INTO THE SOCIAL SERVICE SYSTEM.

Societal goals were also addressed. Sensitizing the general population, increasing cooperation between the general population and ethno-specific communities and promoting awareness of cultural and racial diversity were all seen as ongoing and long term. Therefore SPRC supports the following:

10. THAT THE LOCAL MEDIA (E.G., NEWSPAPERS, RADIO AND TELEVISION) AND THE MAYOR'S RACE RELATIONS COMMITTEE FACILITATE THE DEVELOPMENT OF FEATURE ARTICLES/STORIES ON A VARIETY OF RACIAL AND CULTURAL COMMUNITIES IN HAMILTON-WENTWORTH, THEIR CONTRIBUTIONS TO THE REGION, AND DISPELLING MANY OF THE MYTHS AND STEREOTYPES THAT EXIST. THIS IN TURN, WOULD LEAD TO A MORE INFORMED PUBLIC.

It is noteworthy that the citizen workshop participants noted the need for more cultural and racial staff and volunteers (e.g., Board of Directors) in agencies. The service providers did not believe staff and volunteer representation at agencies were priorities compared to other goals even though they acknowledged this lack of representation as a barrier. Therefore SPRC supports the following:

11. THAT ALL GENERIC SOCIAL SERVICE AGENCIES DEVELOP AND IMPLEMENT AGENCY WIDE POLICIES FOR THE RECRUITMENT OF STAFF AND VOLUNTEERS (TO FILL BOTH EXECUTIVE AND FRONT LINE VACANCIES) FROM A VARIETY OF CULTURAL AND RACIAL BACKGROUNDS. THIS WILL HELP AGENCIES BEGIN TO DEVELOP MORE CULTURALLY RESPONSIVE SERVICES AND SERVICE DELIVERY METHODS FOR THE DIVERSITY OF CLIENTS IN HAMILTON-WENTWORTH.
12. THAT THE LOCAL COLLEGE AND UNIVERSITY ACTIVELY RECRUIT RACIAL AND CULTURAL GROUP MEMBERS INTO THEIR SOCIAL SERVICE RELATED PROGRAMS AND CREATE MORE ETHNO-SPECIFIC COURSES LIKE THE NATIVE COMMUNITY CARE PROGRAM FOR OTHER RACIAL AND CULTURAL GROUPS. THIS WOULD FURTHER ENSURE AN AVAILABLE WORKFORCE.

Service provider workshop participants agreed there was a need for a number of trained, paid, generalist cultural interpreters who are knowledgeable about a number of service sectors. Citizen workshop participants agreed on the need for full-time, community service officers to walk with immigrants and refugees through the maze of services and translate as necessary. Service provider workshop participants also indicated the need for specialist cultural interpreters. Criteria were also discussed regarding how agencies could decide who should be assisted to access services first.

13. THAT THE CULTURAL INTERPRETER PROGRAM OUTLINED IN RECOMMENDATION #6 ENSURE THAT A POOL OF GENERALISTS ARE TRAINED AND HIRED IN ORDER TO BE ABLE TO ASSIST CLIENTS ACCESSING ANY OF THE FOLLOWING SERVICES: HOUSING, INCOME, EMPLOYMENT, HEALTH, EDUCATION SERVICES, CHILD CARE, LEGAL COUNSEL/ADVICE AND SENIORS ISSUES.
14. THAT THE CULTURAL INTERPRETER PROGRAM STATED IN RECOMMENDATION #6 ALSO CONTAIN PAID, TRAINED, CULTURAL INTERPRETER SPECIALISTS IN THE MENTAL HEALTH, FAMILY/MARITAL COUNSELLING AND DOMESTIC VIOLENCE FIELDS. THIS SHOULD BE DESIGNED, DEVELOPED AND IMPLEMENTED BY RELEVANT AGENCIES SO THAT THESE TRAINED STAFF ARE AVAILABLE IN THEIR OWN AGENCIES.

15. THAT WHEN AGENCIES ARE CONSIDERING INCREASING THE ACCESSIBILITY OF THEIR SERVICES FOR RACIAL AND CULTURAL GROUPS, AND THEY NEED TO SELECT THOSE MOST IN NEED TO SERVE FIRST, THAT AGENCIES CONSIDER THE FOLLOWING FACTORS: RECENCY OF ARRIVAL, LEVEL AND TYPE OF SUPPORT NETWORK ALREADY IN PLACE, AND REFUGEE STATUS (INCLUDING CHRONICITY OF PAST EVENTS) OF THE CLIENTS THEY ARE INTENDING TO SERVE.

A number of additional points were also raised that were not considered to be goals. They were viewed as important for reducing the barriers to access though. Therefore SPRC supports the following:

16. THAT THESE RECOMMENDATIONS BE DISCUSSED IN THE FOLLOWING MEETINGS: THE IMMIGRANT SERVING INTER-AGENCY NETWORK MEETINGS AT THE MULTICULTURAL COUNCIL, THE AD HOC CULTURAL INTERPRETER WORKING GROUP THAT MEETS AT KIRKENDALL-STRAITHCONA NEIGHBOURHOOD HOUSE, AND THE CITIZEN NETWORK MEETINGS TENTATIVELY SCHEDULED TO MEET QUARTERLY THROUGH THE ASSISTANCE OF THE VOLUNTEER CENTRE AND SPRC.
17. THAT THE CANADA EMPLOYMENT AND IMMIGRATION CENTRE REVIEW THE RECOMMENDATIONS MADE BY THESE CITIZENS ABOUT BIASED PROCEDURES AND CRITERIA, ABOUT USING ENGLISH LANGUAGE TEST RESULTS TO DISCRIMINATE AND ABOUT THE LACK OF CLEAR EXPLANATION PROVIDED FOR THE NEED TO TAKE CERTAIN TESTS. ALL THIS SHOULD BE CONSIDERED IN LIGHT OF THE MINISTRY OF CITIZENSHIP REPORT ON ACCESS TO TRADES AND PROFESSIONS.
18. THAT ESL PROGRAMS IN HAMILTON-WENTWORTH
- A) ELIMINATE WAITING LISTS IN THOSE PROGRAMS THAT PROVIDE TRAINING ALLOWANCES,
 - B) ENSURE MAXIMUM DAILY AVAILABILITY OF ESL CLASSES,
 - C) ENSURE CHILD CARE IS READILY ACCESSIBLE SO THAT CHILD CARE RESPONSIBILITIES DO NOT BECOME A DETERRENT FOR IMMIGRANT WOMEN TO LEARN ENGLISH, AND
 - D) THAT ALL IMMIGRANT WOMEN ARE GIVEN THE SAME (EQUAL) ACCESS TO ESL PROGRAMS AS ARE THEIR MALE COUNTERPARTS.

19. THAT THE COMMUNITY INFORMATION CENTRES IN THE REGION MEET TO DISCUSS THE ISSUE OF LACK OF INFORMATION FOR VOLUNTEERS FROM DIVERSE RACIAL AND CULTURAL COMMUNITIES TRYING TO HELP THEIR COMMUNITY MEMBERS ACCESS SERVICES.
20. THAT THE SPRC AND THE VOLUNTEER CENTRE ORGANIZE ANOTHER CITIZEN-BASED MEETING FOR CITIZENS OF DIVERSE RACIAL AND CULTURAL GROUPS TO ATTEND AND FURTHER DISCUSS THE ISSUES THEY RAISED AND RECOMMENDATIONS THEY MADE IN THIS DISCUSSION PAPER. THESE CITIZEN WORKSHOP PARTICIPANTS INDICATED AN INTEREST IN MEETING REGULARLY (PERHAPS QUARTERLY).

PROJECT OVERVIEW: DATA COLLECTION AND PROCESSING

April to
July 1990

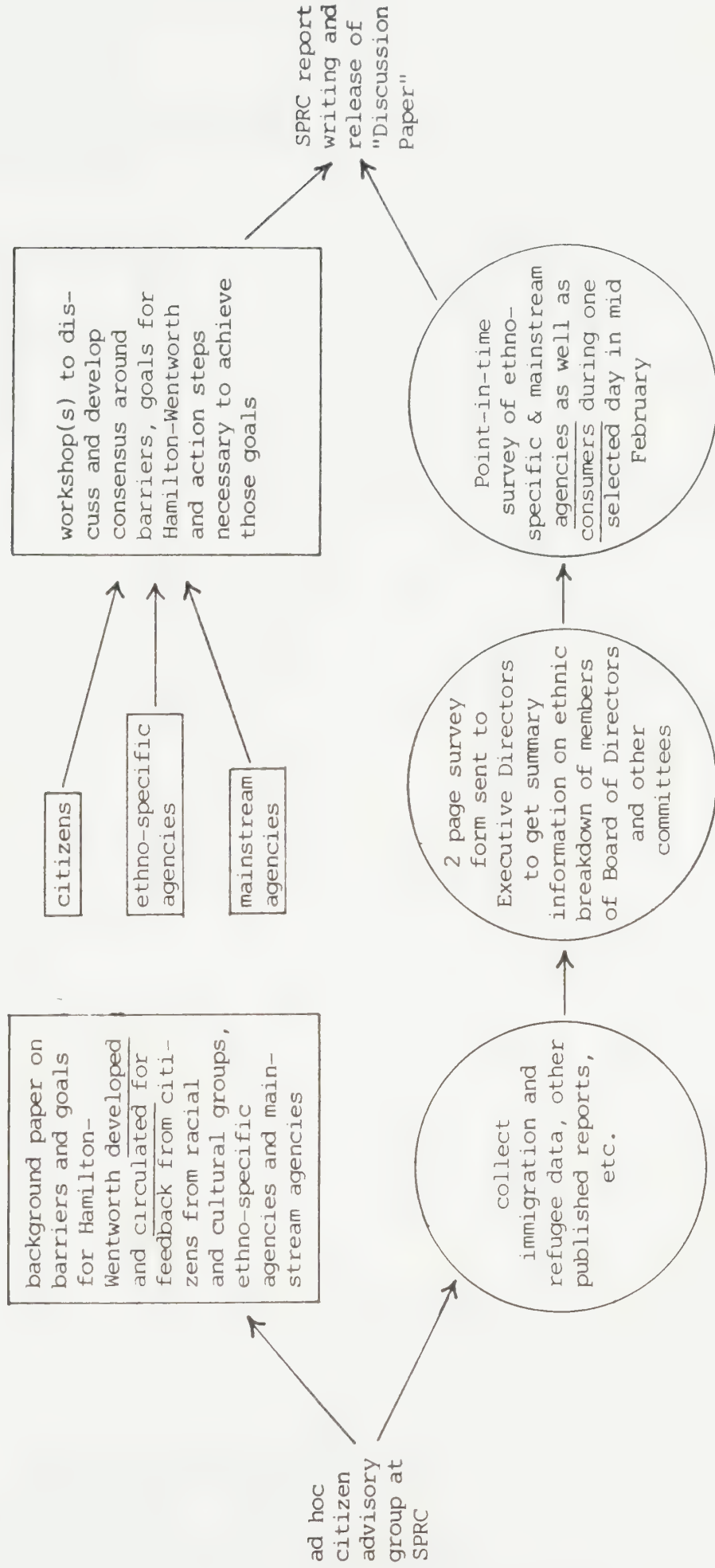
December, 1989

December, 1989

January to April, 1990

feedback received
from:

feedback helps
formulate
workshop(s) agenda:



□ = 1 set of research activities based on action research principles

○ = another set of research activities to collect additional data

APPENDIX B

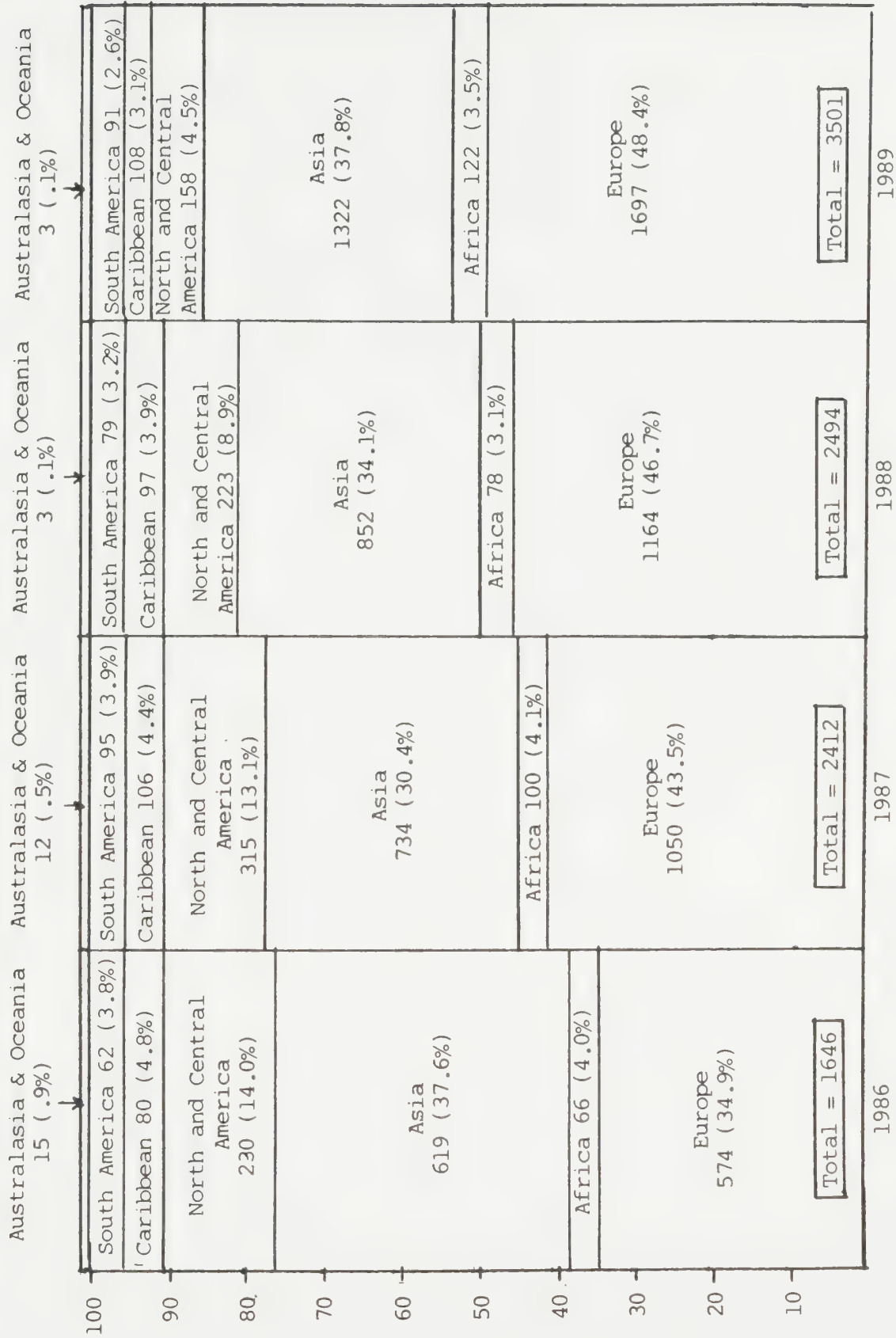
TABLE B: POPULATION OF HAMILTON-WENTWORTH BY PLACE OF BIRTH FOR THE 1986 CENSUS

	Total	%
Total Population	418,600	100.00
Non-Immigrants	313,425	74.87
Immigrants (born outside Canada)	105,035	25.12
- Europe	87,265	20.85
United Kingdom	26,955	6.44
Italy	17,575	4.20
Yugoslavia	8,585	2.05
Poland	5,725	1.37
Portugal	4,755	1.14
Netherlands	4,380	1.05
West Germany	4,015	.96
U.S.S.R.	3,685	.88
Hungary	2,830	.68
Greece	1,990	.48
Czechoslovakia	1,365	.33
Austria	955	.23
- Asia	6,815	1.63
India	1,905	.46
Vietnam	1,315	.31
Philippines	845	.20
China	820	.20
- United States	4,240	1.01
- Caribbean	3,190	.76
Jamaica	1,445	.35
Guyana	805	.19
- Middle East	1,010	.24
- Africa	975	.23
- South America	700	.17
- Central America	570	.14
- Australasia	235	.06
- Other	45	

Source: Ministry of Citizenship, Ethnocultural Data Base, Toronto, 1986 Census.

APPENDIX C

Figure C: Permanent Residents* Destined to Hamilton between 1986 and 1989
by Country of Last Permanent Residence



* Refugee claimants are not included in this list

Source: Raw data received from Canada Employment and Immigration Centre, Immigration Statistics Division, Immigration Information Centre. Ottawa, Ontario. Computer printout requested January, 1990. Data processed by the Social Planning and Research Council of Hamilton and District.

